



BCM RIs 6.0

Telset Programming Overview

Task Based Guide

**Copyright © 2010 Avaya Inc.
All Rights Reserved.**

Notices

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

Documentation disclaimer

Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of this documentation unless such modifications, additions, or deletions were performed by Avaya. End User agree to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

Link disclaimer

Avaya is not responsible for the contents or reliability of any linked Web sites referenced within this site or documentation(s) provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

Warranty

Avaya provides a limited warranty on this product. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product, while under warranty, is available to Avaya customers and other parties through the Avaya Support Web site: <http://www.avaya.com/support>

Please note that if you acquired the product from an authorized reseller, the warranty is provided to you by said reseller and not by Avaya.

Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, [HTTP://SUPPORT.AVAYA.COM/LICENSEINFO/](http://support.avaya.com/licenseinfo/) ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AUTHORIZED AVAYA RESELLER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AUTHORIZED AVAYA RESELLER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA AUTHORIZED RESELLER, AND AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

Copyright

Except where expressly stated otherwise, no use should be made of the Documentation(s) and Product(s) provided by Avaya. All content in this documentation(s) and the product(s) provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

Third Party Components

Certain software programs or portions thereof included in the Product may contain software distributed under third party agreements ("Third Party Components"), which may contain terms that expand or limit rights to use certain portions of the Product ("Third Party Terms"). Information regarding distributed Linux OS source code (for those Products that have distributed the Linux OS source code), and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply to them is available on the Avaya Support Web site: <http://support.avaya.com/Copyright>.

Trademarks

The trademarks, logos and service marks ("Marks") displayed in this site, the documentation(s) and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the documentation(s) and product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party. Avaya is a registered trademark of Avaya Inc. All non-Avaya trademarks are the property of their respective owners.

Downloading documents

For the most current versions of documentation, see the Avaya Support. Web site: <http://www.avaya.com/support>

Contact Avaya Support

Avaya provides a telephone number for you to use to report problems or to ask questions about your product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Web site: <http://www.avaya.com/support>

Copyright © 2010 ITEL, All Rights Reserved

The copyright in the material belongs to ITEL and no part of the material may be reproduced in any form without the prior written permission of a duly authorised representative of ITEL.

Table of Contents

Telset Programming Overview.....	5
Overview.....	5
Required Information	5
Additional Information.....	6
Feature **STARTUP	6
Feature **PROFILE	7
Telephony Programming (Feature **CONFIG)	7
Voice Messaging Programming	12
Avaya Documentation Links	15

Telset Programming Overview

Overview

This document contains details relating to the supported programming of the BCM Telephony and Voice Messaging components by using a two-line display telephone handset.

Examples of telephony programmable via a telephone handset (telset) include:

- Lines.
- Extensions.
- Media Bay Modules.
- System Programming (Hunt Groups etc.)

The Voice Messaging components available to be programmed via a telset are:

- Mailboxes.
- Auto-Attendant.
- CCR Trees.
- Contact Center.
- Fax Answering Extension.

Note: Telset programming should only be performed if Access to Element Manager or CallPilot Manager is not possible via a PC.

Required Information

Before commencing BCM Telset Administration, it would be useful to obtain the following information:

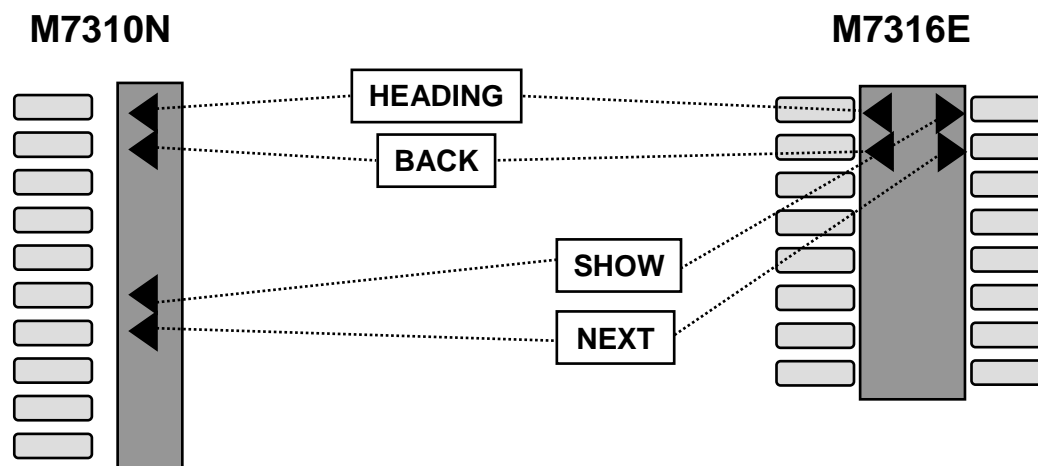
- The account details required to log on to handset programming.

Additional Information

There are other installer level configurations that can be performed:

- Feature ****STARTUP** – Sets the Telephony Template and Start DN.
- Feature ****PROFILE** – Sets the country.

These telset programming options will require the Norstar-style Telephony Programming navigation buttons:



Feature ****STARTUP**

The **STARTUP** settings can only be performed within 15 minutes of powering up the BCM.

1. Enter **Feature **STARTUP** (7827887) on a 2-line display handset.
2. Enter the default telset User ID: **738662**.
3. Enter the default password: **266344**.
4. Select to reset the memory. Press **NEXT**.
5. Select the Telephony Template, **PBX** or **DID**. Select **NEXT**.
6. Enter the required first extension number. Press **NEXT**.
7. The display will show **Apply Template?** Press **NEXT** to apply the template.

Feature ****PROFILE**

This should only be run at the initial set up if the Startup profile did not properly set the country profile on your system and the Element Manager is not accessible to perform this task.

1. Enter **Feature **PROFILE** (7763453).
2. Enter the default telset User ID: **738662**.
3. Enter the default password: **266344**.
4. Select the appropriate region setting. Press **NEXT**.

Telephony Programming (Feature ****CONFIG**)

Configuration of extensions and lines can be performed via the Feature ****CONFIG** (266344) heading. Use the navigation map to program the relevant areas of BCM Telephony.

1. Enter **Feature **CONFIG** (266344).
2. Enter the default telset User ID: **738662**.
3. Enter the default password: **266344**.
4. Use the following navigation map to program the relevant telephony areas.

Feature **CONFIG (266344)

- **Terminals & Extns**
 - Show Ext.
 - **Line Access**
 - Line Assignment
 - Show Line
 - Appearance Type
 - Number of Appearances
 - Line Pool Access
 - Pool
 - Yes
 - No
 - Prime Line
 - Intercom Keys
 - Answer extns
 - Private OLI
 - Public OLI
 - **Capabilities**
 - Forward no Answer
 - Forward to
 - Number of Rings
 - Forward on Busy
 - Forward to
 - Forward all Calls
 - Forward to
 - DND on Busy
 - Handsfree
 - HF Answerback
 - Pickup Group
 - Page Zone
 - Paging
 - Direct Dial Ext.
 - Priority Call
 - Auto Hold
 - Hotline
 - Auxiliary Ringer
 - Allow Redirect
 - Redirect Ring
 - Receive Tones
 - ATA Settings
 - Answer Timer
 - ATA Tones
 - ATA Use
 - Message Indicate
 - ATA Device
 - Disconnect Supervision
 - Intrusion
 - Protect Level
 - Silent Monitor Supervisor
 - Hold on Page
 - **Name**
 - **Business/Long Nm**
 - None, 1 – 5
 - Send Long Nm
 - **User Preferences**
 - Model
 - Key Programming
 - Key
 - User Speed Dial

- Speed dial code
 - Number
 - Use
 - Call log options
 - Dialling Options
 - Language
 - Display Contrast
 - Ring Type
 - **Restrictions**
 - Restriction Filters
 - Show Filter
 - Add Restriction
 - Add Override
 - Extension Restrictions
 - Filters
 - Schedule
 - Filter
 - Extension Lock
 - Allow Last Number
 - Allow Saved
 - Allow Recall
 - Line/extension Restrictions
 - Show Line
 - Schedule
 - Filter
 - **Call Services**
 - Auto Call Info
 - Show Line
 - Caller ID set
 - External Voice
 - Message Extension
 - 1st Display
 - Auto Called ID
 - Log Space
 - Add space
- **Lines**
 - Show Line
 - **Line Data**
 - Trunk Type
 - Line Type (Pool)
 - Received Numbers (Target Lines only)
 - Private
 - Public
 - If Busy (Target Lines only)
 - PrimeExtn
 - Distinct Ring
 - Auto Privacy
 - Mode (Analogue only)
 - Ans. Mode
 - Rec. at Exchange (Analog only)
 - Dial Tone
 - Auxiliary Ringer
 - Full AutoHold
 - Redirect to
 - **Name**
 - **Restrictions**
 - Restriction Filters
 - Show Filter
 - Add Restriction
 - Add Override

- Line Restrictions
 - Schedule
 - Filter
- Remote Restrictions
 - Schedule
 - Filter
- Call Services
 - Voice Message Centre 1...
- **Services**
 - **Ringing Service**
 - Ringing Groups
 - Show Group
 - Extension Assignment
 - Schedules
 - Sched:
 - Service
 - Trunk Answer
 - Extra Dial
 - Line Settings
 - Show Line
 - Ring Group Assignment
 - Auxiliary ringer
 - **Restriction Service**
 - Sched:
 - Service (Mode)
 - **Routing Service**
 - Routes
 - Show Route
 - Dial Out Number
 - Use (Pool)
 - DN Type
 - Dest Codes
 - Show dest code
 - Normal Sched
 - Route:
 - Absorb Length
 - Other Schedules
 - First Route
 - Absorb Length
 - Second Route
 - Absorb Length
 - Third Route
 - Absorb Length
 - Sched
 - Service (Mode)
 - Overflow
 - **Common Settings**
 - Control Extensions
 - For Lines
 - Show Line
 - LineXXX:YYY
 - For Extensions
 - Show Extension
 - XXX:YYY
 - Schedule Names
 - Sched1
 - Schedule Times
 - Day
 - Schedule
 - Start Time
 - Stop Time
 - **Sys Speed Dial**
 - Speed Dial

- Number
- Use (line/pool)
- Display Digits
 - If N, enter name
- Bypass Restrictions
- **Passwords**
 - COS Passwords
 - Show PasswordXX
 - Password
 - User Filter
 - Line Filter
 - Remote Package
 - Call Log Passwords
 - Show Extension
 - Log Password
 - Hospitality
 - Desk Password
 - Condition Password
 - Silent Monitor Password
- **Time&Date**
 - Hour
 - Minutes
 - Year
 - Month
 - Day
- **System Programming**
 - Hunt Groups
 - Show Group
 - Member Extensions
 - Show Member
 - Appearance Type
 - Line Assignment
 - Show Line
 - Assigned/Unassigned
 - Mode
 - Hunt Delay
 - If Busy
 - Queue Timeout
 - Overflow
 - Name
 - Auxiliary Ringer
 - Distinct Ring
 - **Change Extensions**
 - **Feature Settings**
 - Background Music
 - On Hold
 - Receiver Volume
 - Camp Timeout
 - Park Timeout
 - Park Mode
 - Transfer Callback (Y/N)
 - Transfer Callback (Number of rings)
 - Network Callback
 - DRT to Prime
 - DRT Delay
 - Held Line Reminder
 - Reminder Delay
 - Conference Tone
 - Directed Pickup
 - Page Tone
 - Page Timeout
 - SWCA Control
 - Auto-Associate

- Manual on Park
 - Invoke by Hold
- Cal Log Space
 - Reset all Logs
- Host Delay
- Alarm Extension
- Extension Relocation
- Message Reply Enhancement
- Answer Extension
- Force (speed) dial over active (call)
- Silent Monitor
- CLID Match
- Max CLID's per Line
- DMC Feature List
- **Direct Dial**
 - Direct Dial 1...
- **CAP/KIM Assignment**
 - CAP/KIM01...
- **Dialling Plan**
 - Private Network
 - Type
 - Local Code
 - Private DN Length
 - Public Network
 - Type
 - NetCode
 - Public DN Lengths
 - Show Prefix
 - DN Length
 - Dial Timeout
- **Access Codes**
 - Line Pool Codes
 - Park Prefix
 - Exchange Code
 - Direct Dial
 - Auto Number
 - Private
 - Public
 - DISA Number
 - Private
 - Public
 - Private Access Code
 - Local Access Codes
 - National Access Codes
 - Spcl Access Codes
 - Carrier Codes
 - Show Code
 - ID Length
 - Prefix
- **Remote Access**
 - Remote Access Packages
 - Show Package
 - Line Pool Access
 - Remote Page
 - Remote Line Access
 - Show Line
- **Received Number Length**
 - Private Length
 - Public Length
- **Extension Length**
- **Business Names**
 - 1 - 5
- **CBC Limits**

- **Release Reasons**
 - Text
- **Hospitality**
 - Room/Desk Info
 - Show set
 - Room Number
 - Admin Password Required
 - Call Permissions
 - Vacant
 - Basic
 - Mid
 - Full
 - Service Time
 - Alarm
 - Alarm Attempts
 - Retry Interval
 - Attn Duration
 - Expired Alarms
 - Notify Extension
 - Use Tone
- **Network Services**
 - ETSI
 - Network Diversion
 - MCID
 - MCDN
 - Network ICCL
 - TRO
 - TAT
- **IP Trunking**
 - Send Name Display
 - RCAP MWI
 - Virtual PNI
 - Zone ID
 - Fallback to
- **SM sets**
- **Call Services**
- **Voice Messaging Centre Tel numbers**
 - Voice Messaging Centre 1...
 - Tel Number
 - MWI
 - MWC
- **CLI Blocking**
 - Analog VSC
 - Tone
 - Pulse
 - BRI VSC
 - Code
- **Hardware**
- **Main Unit**
 - IP Trunks
 - Lines xxx-xxx
 - IP Sets
 - Total DN's
 - Application DN's
 - Total DN's
 - Internal Trunks
 - BRI xxx-xxx
 - Internal Digital Sets
 - Total DN's
 - Analogue Sets
 - Total DN's
- **Expansion**
 - Expansion 1 (MBM type)
 - Expansion 2 (MBM type)

- **Module**
 - Show Module
- **Maintenance**
 - **System Version**
 - **Port/Extension Status**
 - Show Port
 - Device
 - State
 - State
 - **Module Status**
 - Show Module
 - State
 - **System Test Log**
 - **System Admin Log**
 - **Network Event Log**
 - **Link Quality**
 - Log Event at
 - Block Link
 - Window Size
 - **Provisioning**
 - **Tests**
 - BERT-Extn Tests
 - Loopback Tests
 - **CSU Stats**
 - **Diagnostic Tools**
 - System Restart
 - **Link Status**
- **Usage Metrics**
 - **Hunt Groups**
 - **Show Group**
 - Clear
 - Time since last clear
 - Total calls
 - Answered calls
 - Average Answer Time
 - Abandoned
 - Busy
 - Overflow
 - Average Q Time
 - CBC Limit Stats
 - Pool Bloc x
 - **PSTN fallback**
 - Last Reset Time
 - Requests
 - Failures

Voice Messaging Programming

Programming of the Voice Messaging components can be performed via Feature 983. This includes:

- Mailboxes.
- Auto-Attendant.
- CCR Trees.
- Call Centre.
- Fax Answering Extension.



As with the other elements of Telset programming in this guide, you must use a two-line display telephone. Navigation is performed via the softkeys underneath the display.

1. Enter **Feature 983**.
2. Enter the default Telset User ID: **738662**.
3. Enter the default password: **266344**.
4. Use the following navigation map to program the relevant Voice Messaging areas.

F983

- MBOX
 - ADD/CHG Mbox:xxx
 - Password
 - Ext.
 - Service Class
 - Name
 - Directory
 - Msg Waiting
 - Outdial
 - Alt1 ext:
 - Auto Logon
 - Restricted
 - Msg Line
 - Xfers:
 - Page Type
 - DEL
 - Mbox:xxx
- AA
 - GRTG
 - GRTG
 - Greeting:xx
 - RETRY
 - PLAY
 - REC
 - AA
 - Return to AA
 - Table
 - Grtg Table:x
 - AA Menu Prompt
 - Morning
 - Afternoon
 - Evening
 - Non-Business
 - Atdt
 - Repeat Key
 - Morn CCR tree
 - Aftn CCR tree
 - Eve CCR tree
 - NBus CCR tree
 - Mor DN Dialing
 - Aft DN Dialing
 - Eve DN Dialing
 - NBU DN Dialing
 - Mon morn:xx:xx
 - Mon aftn:xx:xx
 - Mon eve:xx:xx
 - Mon nonb:xx:xx
 - Lines
 - Line:xxx Ans
 - CHG
 - TABLE
 - Grtg table:x
 - SKILL
 - INDIV
 - RANGE
 - DEL

- Skill number:x
- RINGS
- GLIST
 - Add
 - Voice
 - Name
 - Add MBox
 - Fax
 - Name
 - Outdial
 - Line
 - Phone Number
- CCR
 - Admin
 - CCR Tree:x
 - Build/Chg
 - Home
 - Path:x
 - MENU
 - INFO
 - XFER
 - LVMSG
 - PAGE
 - FAX
- FAX
 - Fax ext.
 - Fax name
 - Retries
 - Interval
- CC
 - AGENT
 - ADD/CHG
 - Agent ID
 - Name
 - Priority
 - Supervisor
 - Auto answer
 - Miss call
 - DEL
 - Agent ID:
 - SKILL
 - Skill:x
 - PARM
 - Skillset name
 - CDN
 - MWI ext:
 - Meth:
 - Break: xx:xx
 - Delay Ans: xx:xx
 - Atdt:
 - EWT sample
 - EWT allow incr.
 - EWT ICD: 00:xx:xx
 - Mon:
 - AGENT
 - ADD

- VIEW
 - ROUTE
 - DAY
 - NIGHT
 - OVFLW
 - ADD
 - Mode
 - Method
 - Timeout mmss:
 -   Overflow To
 - SSMBX
 - OFLSS
 - OTHER
 - MOVSS
 - XFER
 - PRI
 - CHNG
 - DEL
 - UNCF
- GRTG
 - Greeting:x
 - PLAY
 - REC
- PARM
 - Refresh Channels
 - Pri Alert
 - Sec Alert
 - CLID
 - Sup Timeout
 - Sup Help

Avaya Documentation Links

- [Telset Administration Guide](#)
- [CallPilot Telephone Administration Guide](#)
- [Intelligent Contact Centre Telephone Administration Guide](#)

